Line Sharing (CO Based)
Unbundled Network Element

I&M Procedures

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11/20/00

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1.0 Basic Service Features

In the Advanced Services Docket (CC Docket No. 98-147) the FCC ordered BellSouth and other incumbent local exchange carriers (ILECs) to unbundle the high frequency portion of the local loop and make available a new unbundled network element (UNE) for its CLEC customers. In CC Docket No. 96-98 (319 Remand) the FCC directed BellSouth and other ILECs to allow CLECs sub-loop access at any accessible interconnection point on the loop (except closed splices). This is essentially collocation of xDSL equipment at remote terminals and other points of access in the loop and the provisioning of line sharing on the sub-loop to the end user's location.

CLECs will use these UNEs to provide xDSL-based services for their end user customers. The remainder of the loop will continue to provide the end user voice grade service from BellSouth.

The end user must currently have his analog voice service from BellSouth for the CLEC to buy this UNE. BellSouth currently has wholesale offering for ADSL, which is provisioned on the same loop with POTS.

2.0 Basic Service Capabilities

The central office based line sharing offering is a UNE offering intended to allow CLECs access to the upper spectrum of the local loop to provide xDSL data services. The low frequency portion of the loop spectrum (from 300 Hertz to at least 3000 Hertz, and potentially up to 3400 Hertz, depending on equipment and facilities) will provide voice service from BellSouth. Line sharing requires an unloaded, 2-wire copper loop serve the end user. The line sharing loops must not have load coils (low pass filters), range extenders, DAMLS, or similar devices.

BellSouth has existing UNE offerings to determine the loop makeup. There is also an existing UNE to modify copper loops. CLECs may use these offerings for line sharing.

Additionally, the line sharing offering requires a new UNE to allow the CLEC to request a loop makeup and to reserve the pair for their use. CLECs can reserve loops for up to 4 business days or 96 hours.

The CLEC's meet point is the point of termination for CLECs or the toll main distributing frame. BellSouth will use jumpers to connect the CLECs connecting block to the splitter. The splitter will route the high frequency portion of the circuit to the CLECs xDSL equipment in their collocation space. Line sharing is

provided on locally switched POTS lines. Line sharing will not be offered for foreign exchange (FX) lines.

A passive signal filter is installed at the customer's premises as CPE and is the responsibility of the customer (or CLEC). In some instances a splitter could be used at the end user's location.

The CO splitter bifurcates the digital and voiceband signals, directing the voiceband signals through a pair of copper wires to the switch, and the digital traffic though another pair of copper wires to the xDSL equipment in the CLEC's collocation space and attached to the CLEC's network.

BellSouth must provide this UNE to only a single requesting carrier, for use at the same customer address as the analog voice service provided by the incumbent. We will not provide this UNE if we are not currently providing analog voice service to the customer.

To ensure that line sharing does not significantly degrade analog voice service, BellSouth will provide this service only to carriers seeking to provide xDSL-based service that uses only the upper range of the spectrum. Currently, ADSL is the most widely deployed line sharing technology meeting that requirement. As additional xDSL-based technologies demonstrate they can co-exist on the same loop as analog voice service without significantly degrading voice service BellSouth will permit requesting carriers to deploy those technologies.

xDSL technologies that the FCC considered, at the time of the order, acceptable for shared-line deployment are:

- All types of ADSL
- Rate-Adaptive DSL
- Multiple Virtual Lines (MVL)

All of these technologies reserve the voiceband frequency range for non-DSL traffic.

We will also offer line sharing for Rate-Adaptive DSL and MVL when the service becomes generally available. BellSouth will condition loops for this service unless doing so will significantly degrade voiceband services. If requested loops cannot be conditioned to provide this service and satisfactory voice service, at the request of the CLEC, we will look for alternative loops that can be used or conditioned to enable line sharing. Although loops of 18,000 feet or shorter

normally should not require voice-transmission enhancing devices, these devices are sometimes present on such loops. BellSouth will charge for conditioning loops for line sharing.

The FCC ordered incumbent LECs to unbundle the high frequency portion of the loop even where the voice customer is served by digital loop carrier (DLC) facilities. The FCC noted that the functionality required to accomplish line sharing on DLC systems might not be available by the effective date of our spectrum unbundling rules. CLECs may identify alternative loops and request a facility change via the LMU and or ULM when line sharing is requested for lines served by DLC. New copper facilities will not be installed to satisfy these requests.

BellSouth will maintain control over the loop and splitter equipment in the central office and functions. The data CLEC will be given test access where at the splitter via a bantam jack.

If the voice end user customer terminates the voice service, for whatever reason, this UNE will be removed for that customer. The CLEC must be notified that the line no longer is legible for line sharing. If the CLEC wishes to continue providing xDSL service to this end user they may purchase the full stand-alone loop network element. The CLEC must have first priority to receive the loop to serve this customer.

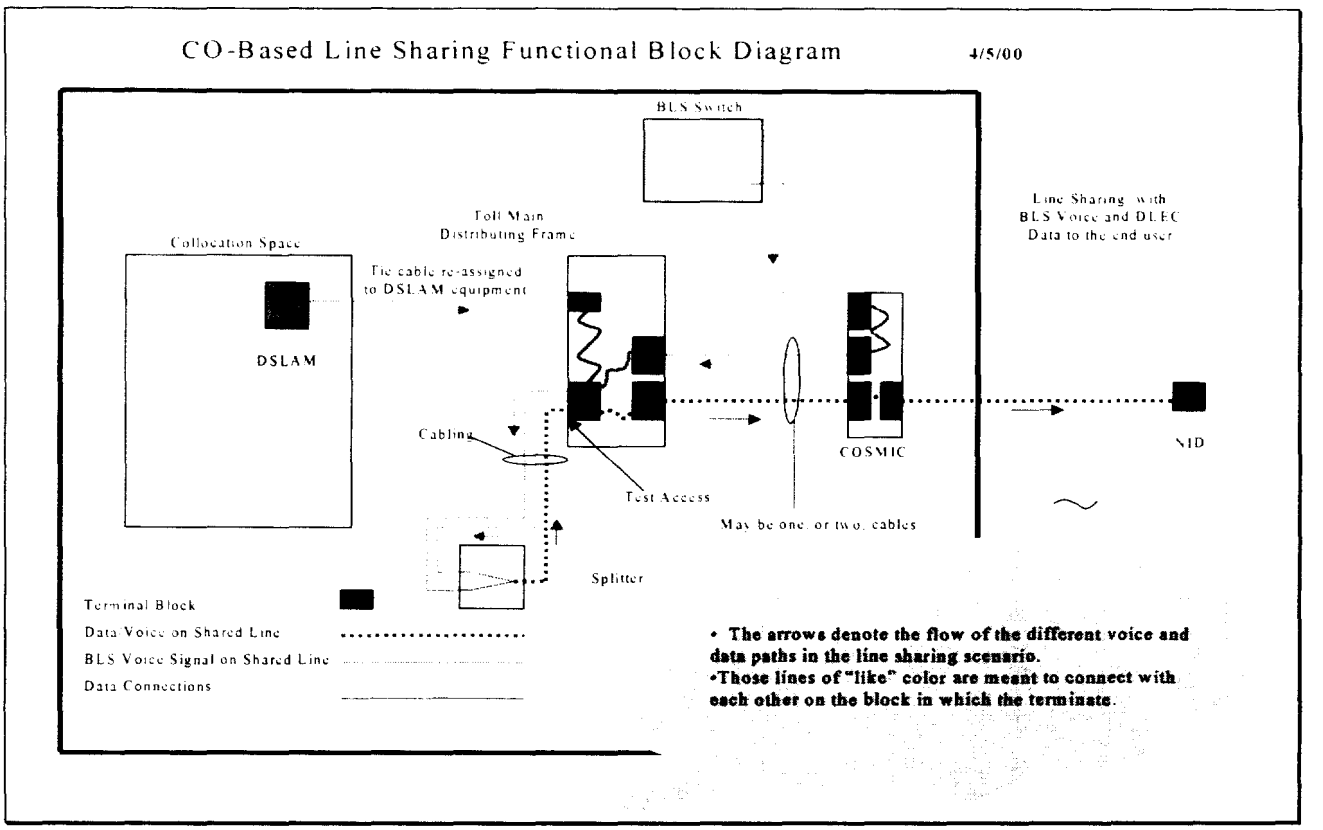
Guidelines must be developed for spectrum compatibility and spectrum management. Spectrum computability refers generally to the ability of a loop technology to reside in the same or an adjacent "binder group" as another technology. Spectrum management refers to loop plant administration, such as binder group management, and other deployment practices that are designed to result in spectrum compatibility, preventing harmful interference between services and technologies that use pairs in the same cable. The intention of the guidelines is to minimize cross talk, the noise caused by extraneous signals combining with the intended signal.

3.0 Architecture

The Line Sharing UNE will unbundle the high-frequency portion of the local loop and make it available to CLEC customers. The CLEC will have access at any technically feasible interconnection point in the loop. CLECs will utilize this UNE to provide xDSL-like service to end-user customers, while the voice portion will continue to be provided by BellSouth.

Network elements consist of the high frequency range of a copper loop, the Network Interface Device (NID), and the splitter system. Line sharing requires that an unconditioned, 2-wire copper loop serve the end user. An unconditioned loop is a copper loop with no bridged taps, low-pass filters, range extenders, or similar devices. The CLEC's meet point is the point of termination for CLECs or the toll main distributing frame. BellSouth will use jumpers to connect the CLECs connecting block to the splitter. The splitter will route the high frequency portion of the circuit to the CLECs xDSL equipment in their collocation space. Line sharing is provided on locally switched POTS lines. A passive signal filter is installed at the customer's premises as CPE and is the responsibility of the customer (or CLEC). In some instances a splitter could be used at the end user's location. The CO splitter directs the voiceband signals through a pair of copper wires to the switch, and the digital traffic though another pair of copper wires to the xDSL equipment in the CLEC's collocation space and attached to the CLEC's packet-switched network. See Figure 1 – Functional Block Diagram.

Figure 1:



4.0 Forecast

	2000	2001	2002	2003
New Units	17,920	97,534	134,049	132,058
Cumulative Units	17,920	115,455	249,504	381,562

5.0 Deployment Schedules

When fully deployed, the service will be available from all BellSouth Central Offices where CLECs have collocated xDSL equipment and requests line sharing.

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6.0 Transport

Transmission media INCOMPATIBLE with Line Sharing:

Digital Loop Carrier (copper-fed and fiber-fed)
Loaded copper loops
DAML (Digital Added Main Line)

Transmission media compatible with Line Sharing:

Unloaded copper loops (in most cases)

7.0 Service Restrictions

Existing services INCOMPATIBLE with Line Sharing on same pair:

ADSL
HDSL
Basic Rate ISDN
Primary Rate ISDN
Megalink
Accupulse
P-Phone
FX service
Any DDS data service
DID service where no physical cable exists
Any data over voice application
Private Lines (analog data, ring downs, etc.)
Local Number Portability where customer has previous BellSouth number ported out.

Existing services COMPATIBLE with Line Sharing:

The following voice-grade services involving BellSouth dial tone:

1FR-type residential lines and 1FB-type business lines including those with the following features/attributes:
Touchstar features such as Caller ID, Call Waiting Deluxe, Call Return, etc.
MemoryCall
RingMaster
Measured service
ACP
Complete Choice
AIN-based features such as Flexible Call Forwarding, Internet Call Waiting, etc.
BellSouth.net via dial-up
1FBs in Multi-line Hunt Group arrangement

Unknown at this time:
ESSX, Centrex

8.0 Installation

-Firm Order Confirmation (FOC) 48 hours
-Three (3) days after FOC for 1-4 circuits
-Five (5) days for 5-9+ circuits
-Negotiated for 10 or more circuits

The I&M outside force will not be dispatched on the installation of line sharing, as voice service is already established, unless a LST (Line Station Transfer) is required to provide the service. The USOC is **ULSDE** on the C-order.

9.0 Repair

The CLEC/DLEC will report all data troubles either to the WINS (Wholesale Interconnection Network Service) center or through CLEC TAFI (Trouble Analysis Facilities Interface). The report will be dispatched to the Central Office to check the splitter and wiring. If found okay the Central Office will attempt to close out with the CLEC/DLEC. The CLEC/DLEC may request a field dispatch. The Central Office will route to PDC with a narrative ***Line Sharing call reach number with close out***. The reach number will be the CLEC/DLEC that is our customer for line sharing.

The ST (Service Tech) should request an MLT test of the telephone number using the over ride feature. The ST will repair any physical trouble on the line (open, short, ground) and close the trouble out to the appropriate code causing the trouble.

The ST will close the trouble out with the CLEC/DLEC, which is the reach number on the trouble. If the ST can not repair the cable pair and must make a maintenance cut then test the new pair for load coil. A MTU (Maintenance Terminating Unit) is found in the NID, it should be removed as this unit will not allow the data to pass.

The trouble is NAS (No Access Subscriber) the report will be closed to 1203 (TD billed) and the reach number informed as to trouble or work done. The CLEC/DLEC may request a vendor meet which also flow through the WINS center.

The trouble TOK then the ST should check for inside wire or jack problem and repair and bill the CLEC/DLEC for the time on RF-141. The RF-141 will be filled out with **LS** beside the telephone number, get the end user to sign, leave the pink copy with end user, yellow copy to be retained with DCWS and the white mailed to:

LCSC
Room D20
5147 Peachtree Street
Chamblee, Ga.

If the trouble is in the CPE (PC, Modem, etc) associated with the line sharing then bill the CLEC/DLEC for the time it took to isolate the trouble.

Voice or "POTS" troubles with line sharing can be identified by the flag **LSD** that is located beside the IWP flag. Another way to identify is by the USOC **ULSDE** in the S&E section of a full line record. As with BST ADSL if the ST access the cable pair between the central office splitter and the customer's splitter or filter the Tech may hear both dial tone and data at the same time. If data is on the line then the" Butt set" with a data lock-out features will not allow the tech to go "off-hook". If the tech must make a cable pair change and the **LSD** flag is present, the new pair should be check for a load coil. If a non-loaded cable pair can not be found then follow local procedures to clear trouble. If upon repairing the voice and the end user has a problem with the data, refer the customer to ISP/NSP.

10.0 Questions & Answers

Q. What will dial tone sound like?

A. If accessed between the central office and the splitter/filter (X-box, Protector, Entry Bridge) it will have both dial tone and data on the line. It will sound like dial tone with a technet terminal on the line. So long as the CPE modem is online.

Q. What will happen if I open the X-connect jumper?

A. The loop will revert back to dial tone. Once the jumper is put back it will take about two (2) minutes to resync.

Q. How will I know if I'm working on a line sharing customer?

A. The flag "LSD" will appear beside IWP on the trouble ticket and the USOC ULSDE in the S&E section.

Q. How will I know when to charge for a dispatch?

A. The flag "**LSD**" and the narrative reads "**Line Sharing call reach number with close out.**" The CLEC/DLEC will be billed for the visit not the end-user if the trouble is not in BST network.

Q. How can I determine if a CLEC/DLEC has requested loop modificaton?

A. A new flag **MOD** will appear beside the **LSD** on the trouble ticket. The USOC, ULM2L, UML2G and UMLBT will be retain in the S&E section of a DLR.

Q. Where do I mail the RF-141 and why?

A. Mail the RF-141 to: LCSC at address listed in paragraph 9.0. The RF-141 should be marked with LS beside the telephone number, by mailing this to the LCSC the CLEC will be billed not the end-user.

Q. What if the customer reports a trouble and it is in the line sharing equipment?

A. It is business as usual plan or non-plan wire maintenance customer. The disposition code would be 1201 CPE bill or 1211 CPE no bill.

Q. What if the data trouble is good at the NID, but it is NAS to the inside.

A. Close the trouble out to the CLEC/DLEC at the reach number, close out the troubles to 1203 TD and bill for the visit.

11.0 JOB AID

Trouble Determination

If the work Order	Then it is for
Shows **LSD** flag and narrative, "Line Sharing close with reach number"	Line Sharing trouble
Shows only the **LSD** flag	Regular POTS trouble with line sharing service

Voice/Pots trouble

Isolate the network from the customer side at the NID or first jack in a business as usual manner.

Using your test equipment, determine side of trouble: network or end –user.

If trouble is located toward

Central Office	Resolve trouble in a business as usual manner. When making a pair change, test for load coil on the new pair. Do not make a pair change, if a non-loaded pair can't be found, then follow local procedures.
End-user premise	Business as usual, plan or non-plan. See tab 24 of field job aid for trouble shooting guide for splitter and filter. Note pink quad inside wire is non-standard and will cross talk.

After clearing the voice/pots trouble check with the end-user to make sure the data is working.

Line Sharing Trouble

Test the line –use the over ride feature correct any physical trouble (short. ground open).

Check the line for load coil.	1. If load coil is found. then verify CLEC has requested loop modification.The **MOD** flag should be located beside the LSD flag on Technet screen and the USOC ULM2G/ULM2L in S&E section of full line record. See Note 1
Check Loop Length (Resistance)	1. The resistance should be 1300 Ohms or less. See note 2.
(Capacitance)	1. The maximum allowed capacitance is 286 Nano Farads/ 18Kft in length. See note 2
	2. IF the **MOD** flag and the USOC ULMBT is present make sure construction or cable maintenance is not working in the cable and has half-tapped your pair. Follow local procedures to have the bridge tap removed. See Note 2
Vendor Meets	1. If the problem can not be resolved then refer to the Transmission Engineer

For trouble at the end-user premise see tab 24 on the field job aid to clear the trouble. when possible. Note Pink quad inside wire is non-standard and will cross talk.

Always close the trouble out with the CLEC/DLEC at the reach number.

NOTE 1: **USOC - ULM2L (Load Coil Loop less than 18K)**
ULM2G (Load Coil Loop 18K or more)
ULMBT (Bridge Tap).
If load coils are detected and the USOC ULM2x is present on the line record then BST should have removed the load coils. Follow local procedures to have the load coil removed. If load coils are detected and the USOC ULM2x is not present close the trouble out with the CLEC/DLEC and refer them to the loop modification procedure. CLEC/DLEC may choose to have the Line Share service disconnected.

NOTE 2: **USOC-ULM2G (Load coil Loop 18K or more) is present then resistance will be between 1300 and 2800 Ohms. It should not exceed 2800 Ohms.**

WMC Informational Package

LINE SHARING

Jay Burns/Lenny Glynn
9/5/00

This release replaces all service order exhibits

Table of Contents

Line Sharing

1.0 General

BellSouth has addressed the UNE Remand319 Order in two phases of product development due to different requirements of the central offices and remote locations. This document addresses the product that originates at the central office and terminates at the Network Interface Device (NID) at the end user's location. The other product is a sub-loop product that originates at the remote terminal or other places along the loop, and terminates at the NID at the end user's location. This product will be addressed at a later date. Both products will be developed concurrently; however, the CO originated product will be offered first.

DLECS will use these UNEs **to provide xDSL-based services over the high frequency portion of a shared loop to Bellsouth's end user customers.** The remainder of the loop will continue to provide voice grade service from BellSouth. BellSouth must provide this UNE to only a single requesting carrier, for use at the same address as the analog voice service provided by the ILEC. **Presently, the end user must have analog voice service from BellSouth for the CLEC to buy this UNE.** Network elements consist of the high frequency range of a copper loop with NID, splitter system and conditioning.

When fully deployed, the service will be available from all BellSouth Central Offices where CLECs have collocated xDSL equipment and requests line sharing. The CLECs will order line sharing services with local service requests (LSR) and service inquiries (SI). Initially, service orders for collocation will be ordered manually, but will be ordered mechanically later this year with the assistance of a Telcordia solution that will allow an electronic firm order via the TAG API, LENS, RoboTAG, or EDI (preorder will not be available electronically through EDI).

2.0 Basic Service Capabilities

The central office based line sharing product is a UNE offering intended to allow CLECs access to the upper spectrum of the local loop to provide xDSL data services. The low frequency portion of the loop spectrum (from 300 Hertz to at least 3000 Hertz, and potentially up to 3400 Hertz, depending on equipment and facilities) will provide voice service from BellSouth. Line sharing requires an unloaded, 2-wire copper loop to serve the end user. The line sharing loops must not have load coils (low pass filters), range extenders or similar devices.

The CLEC's meet point is the point of termination for CLECs or the toll main distributing frame (TMDF). BellSouth will use jumpers to connect the CLECs connecting block to the splitter. The splitter will route the high frequency portion of a circuit to the CLECs xDSL equipment in their collocation space. Line sharing is provided on locally switched POTS lines. Line sharing will not be offered for foreign exchange (FX) lines.

The splitter bifurcates the digital and voiceband signals, directing the voiceband signals through a pair of copper wires to the switch, and the digital traffic through another pair of copper wires to the xDSL equipment in the CLEC's collocation space and attached to the CLEC's packet-switched network.

A passive signal filter is installed at the customer premise as CPE and is the responsibility of the customer (or CLEC). In some instances a splitter could be used at the end user's location.

To ensure that line sharing does not significantly degrade analog voice service, BellSouth will provide this service only to carriers seeking to provide xDSL-based service that uses only the upper range of the spectrum. ADSL is the most widely deployed line sharing technology meeting that requirement. As additional xDSL-based technologies demonstrate they can co-exist on the same loop as analog voice service without significantly degrading voice service, BellSouth will permit requesting carriers to deploy those technologies.

BellSouth will offer this service for ADSL and other xDSL technologies on June 6, 2000, when the service becomes generally available. BellSouth will also accept requests to condition lines for this service beginning with the service's availability date of June 6. A conditioned loop is a copper loop from which bridge taps, low-pass filters, range extenders, and similar devices have been removed.

BellSouth will condition loops for this service unless doing so will significantly degrade voiceband services. If particular loops cannot be conditioned to provide this service and satisfactory voice service, alternative loops can be used or conditioned to enable line sharing. Although loops of 18,000 feet or shorter normally should not require voice-

transmission enhancing devices, these devices are sometimes present on such loops. BellSouth will charge for conditioning loops for line sharing.

Existing line conditioning UNE offerings to determine loop makeup will be available to CLECs for line sharing. One UNE loop makeup offering is for loops less than 18kft and one for loops greater than 18kft. Another loop makeup UNE will be offered to CLECs to modify copper loops. Additionally, this line share offering requires a new UNE that allows the CLEC to request a loop makeup and reserve the pair for their use. CLECs will be able to reserve loops for up to 96 hours. BellSouth will attempt to find available copper loops when line sharing is requested on lines served by DLC. New copper facilities will not be installed to satisfy these requests.

BellSouth will maintain control over the loop and splitter equipment in the central office. The data CLEC (DLEC) will be given test access at the splitter via a bantam jack. Graphical representation of line sharing arrangements in our central offices and distribution plant is provided as follows:

Figure 1 – LINE SHARING CENTRAL OFFICE DRAWING – SEPARATE MDF AND TMDF

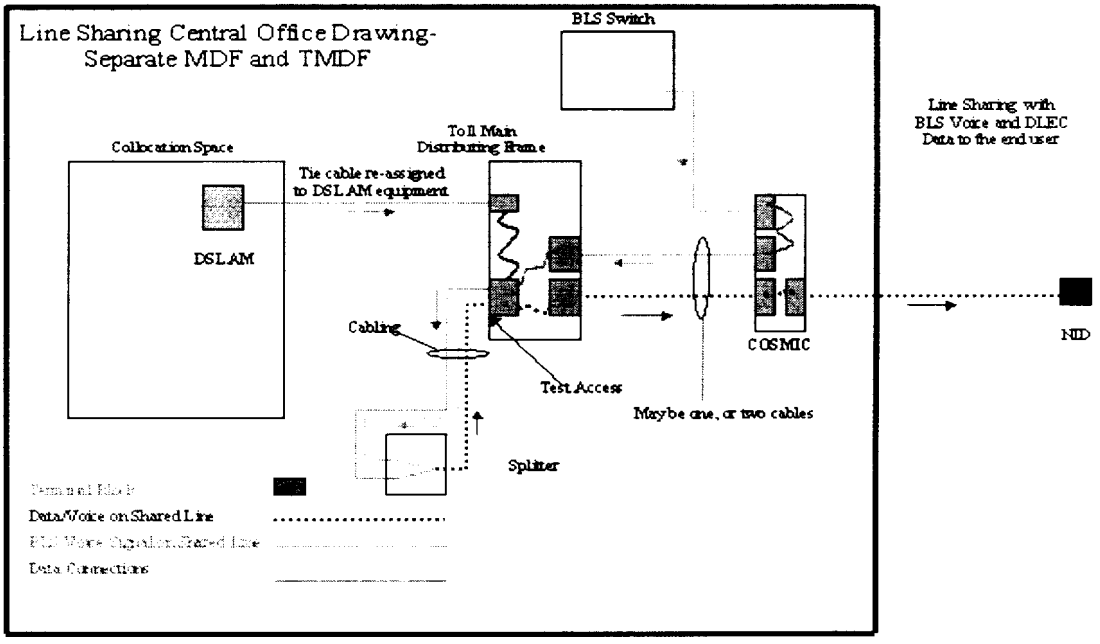


Figure 2 - LINE SHARING CENTRAL OFFICE DRAWING – COMBINED MDF

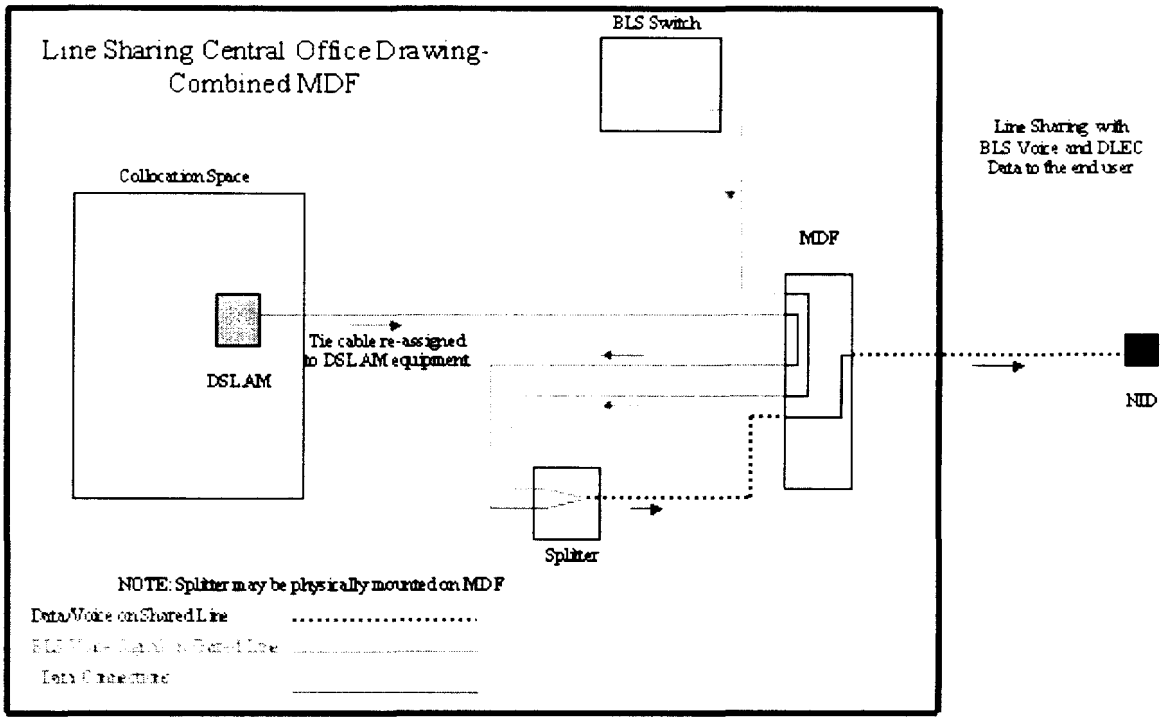
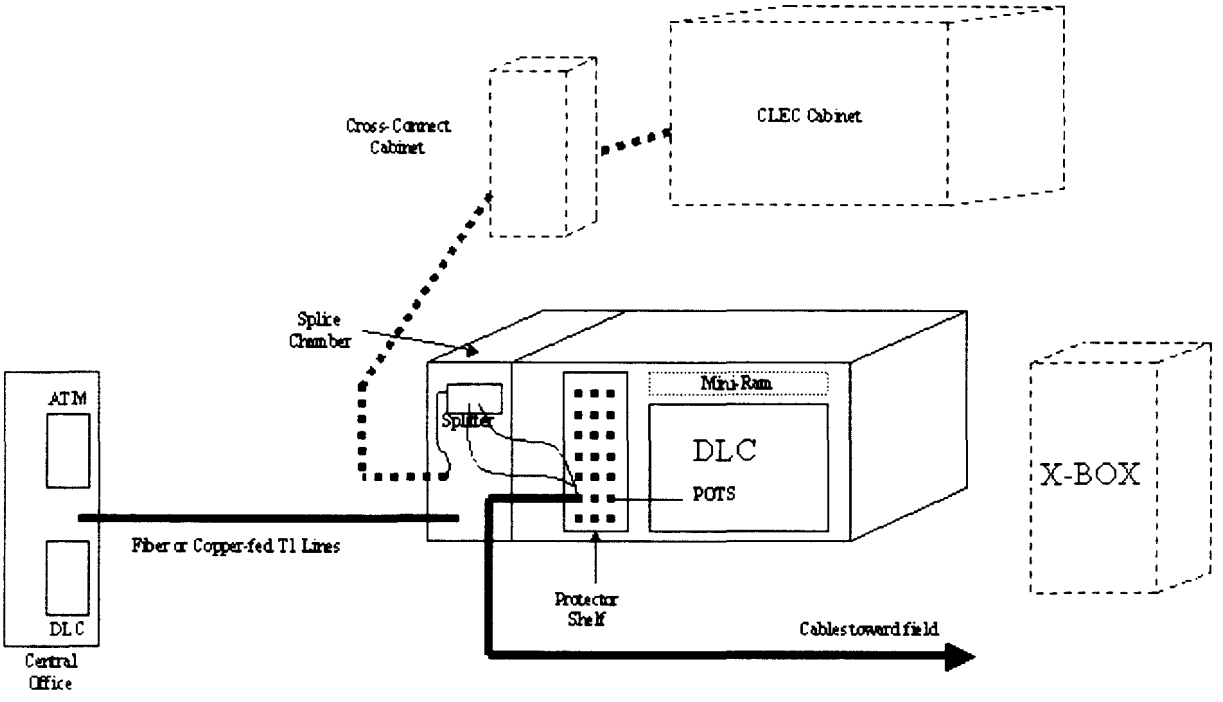


Figure 3 – LINE SHARING DISTRIBUTION PLANT DRAWING – RT COLLOCATION



If the customer terminates its voice service, for whatever reason, the line sharing UNE will also be removed for that customer. The CLEC must be notified that the line is no longer eligible for line sharing. If the CLEC wishes to continue providing xDSL service to this end user, the CLEC will be given first priority to purchase the full stand-alone loop network element.

3.0 Forecasts

3.1 Forecasts

Figure 4 – FORECAST MATRIX

	2000	2001	2002	2003
New Units	17,920	97,534	134,049	132,058
Cumulative units	17,920	115,4551	249,504	381,562

*This forecast is preliminary and will be revised when better data and assumptions are available.

3.2 Pricing Structure and Description

The pricing elements associated with this service are non-recurring charges, monthly recurring charges for the UNE, and those associated with collocation.

3.3 Non-Recurring Charges

Charge for 96 unit splitter system UNE
Charge for 24 unit splitter system UNE
Loop Capacity, Line Activation – Per Occurrence
Loop Makeup with Reservation

4.0 Provisioning

The Line share UNE order process begins with pre-order/pre-provisioning functions consisting of splitter ordering, installation and billing and loop make-up data and/or loop conditioning with billing from a service inquiry in the Carrier Access Billing System (CABS). The Local Exchange Service Center (LCSC) will receive pre-provisioning/pre-order SI(s) and UNE CO Based Line Share LSR(s) from the requesting DLEC/CLECs via the CRSG/Account Team.

When the DLEC/CLEC is collocated in the central office they are positioned to order "line share". A splitter is required in the central office specific to the requesting provider to separate the high frequency from voice grade service. When the DLEC/CLEC's pre-provisioning request is received via the LSOD (Line Share Order Document) BellSouth will order and install the splitter(s). Unique assignments will be provided to the DLEC/CLEC that must be included on all LSRs for installation of Line Share. Service Representatives in the LCSC will issue two service orders from LSRs received from the requesting DLEC/CLEC.

One service order will be issued on the end user's account that will utilize a new USOC (ULSDE) to establish the flag that the high frequency portion of this customer's line is in use. This USOC is not for provisioning or billing, but will be used for tracking and identification of UNE CO Based Line Share on analog voice service provided by BellSouth to the end user. New Field Identifiers (FIDs) on the end user account will identify the C/DLEC's, company name, meet point, splitter identification and location, circuit ID, CABS BAN, and the contact person and telephone number. A second order will be issued in CABS carrying new Line Share USOCs that will bill the CLEC/DLEC requesting "line sharing" for the purpose of providing xDSL-like services to the same customer.

Line sharing is provisioned as a non-designed service offering requiring central office work only. Therefore, service orders will be issued when an Automatic Completions code of Y (AC=Y) and will be automatically completed in our downstream systems.

5.0 Maintenance

5.1 Call Receipt

The following presents the steps and associated actions to successfully complete Receipt of a DLEC Data Trouble Call.

The MA/ET will proceed with the following steps for handling Receipt of a DLEC Data Trouble Call.

Step	If	Then	
1	Caller is End User	Refer to ISP	
1a	Caller is ISP	Refer to DLEC	
2	Caller is DLEC	Proceed to next table	

Step	Action	If/Then
3	Ask DLEC for Circuit id or Telepone number	
4	Determine type of trouble/Voice or Data	
5	If trouble is voice related	Refer DLEC to BST Repair

This completes the action for Receipt of a DLEC Data Trouble Call

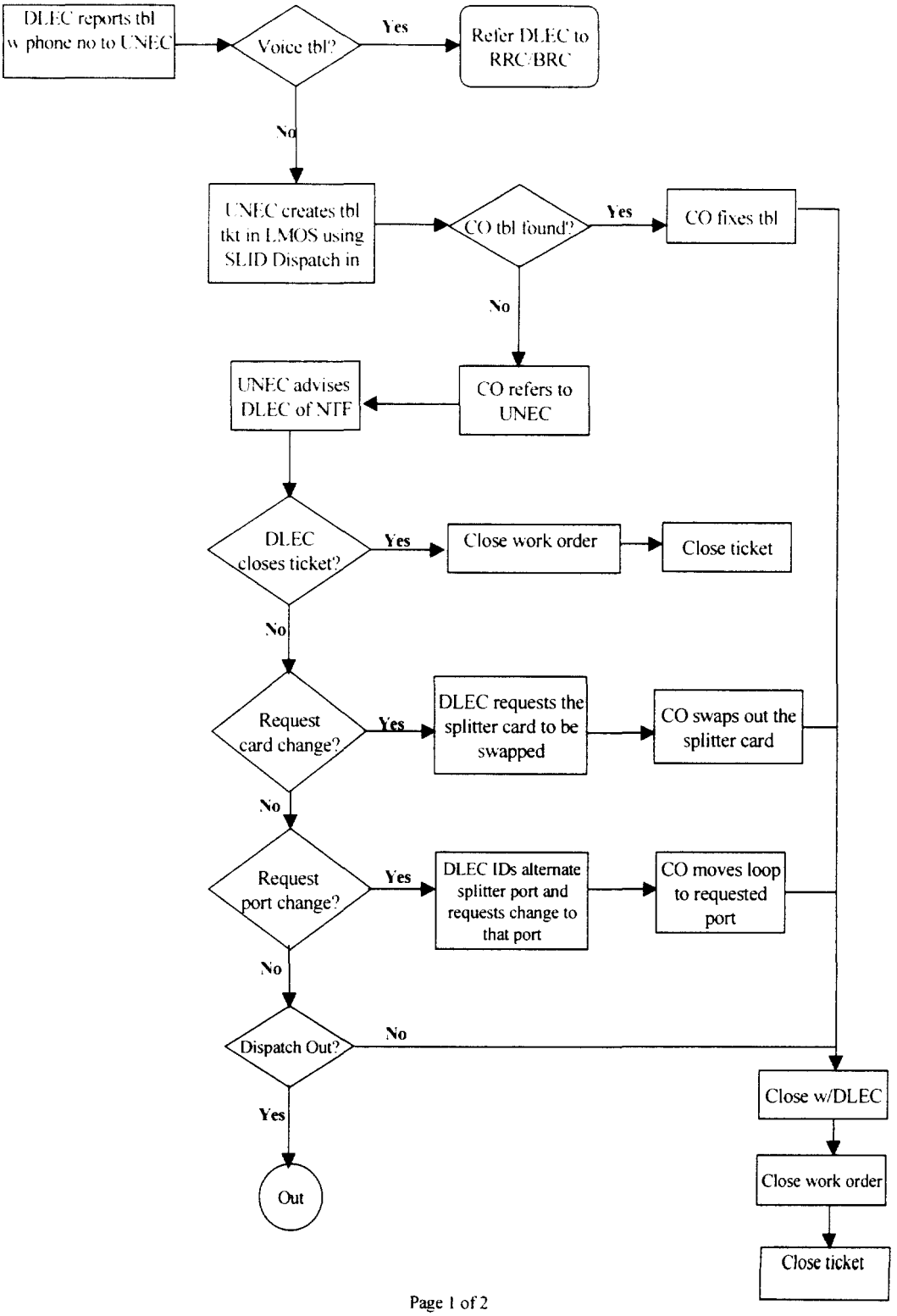
5.2 Trouble Handling

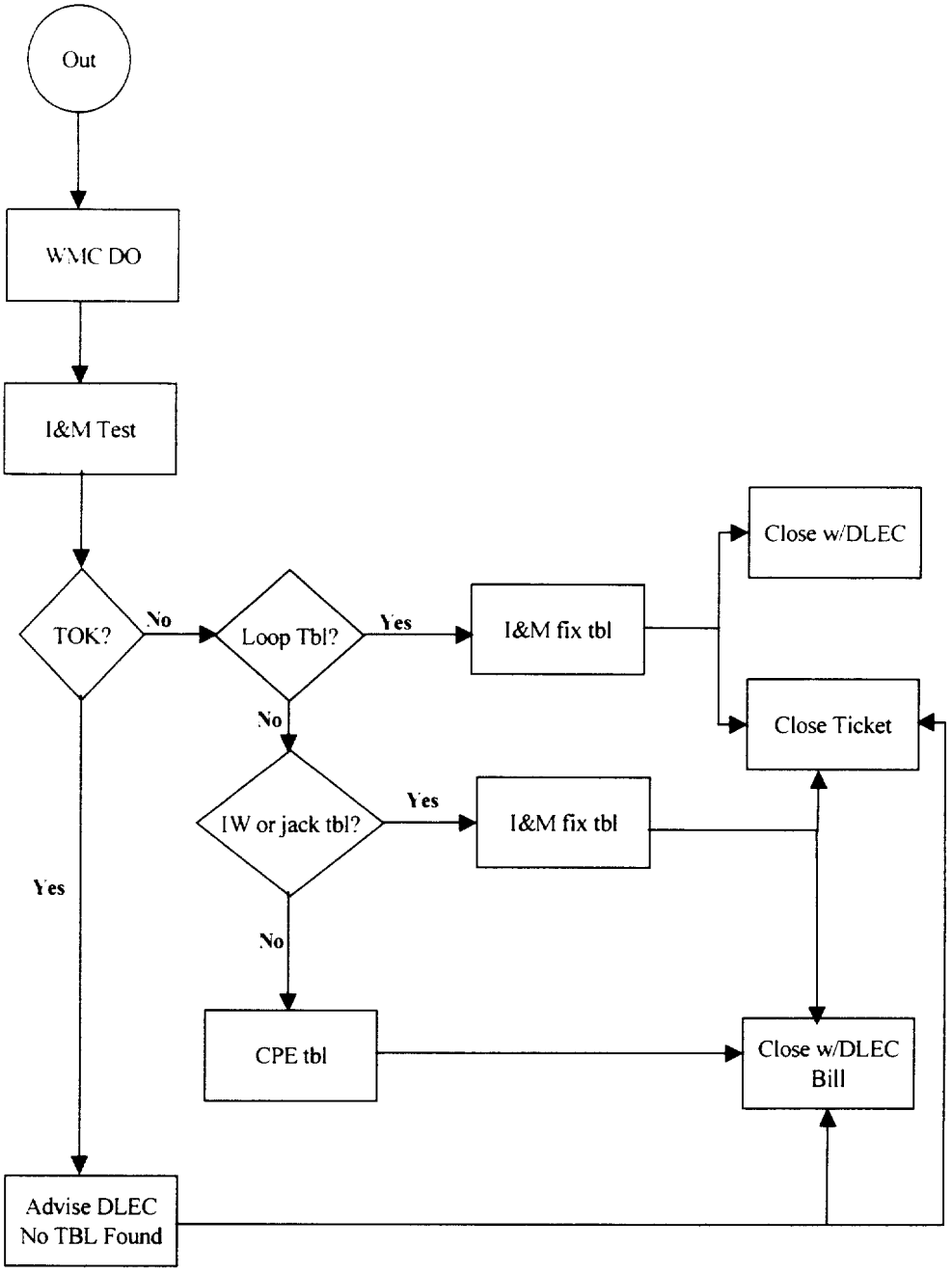
The following presents the steps and associated actions to successfully handle a DLEC Data Trouble.

Step	Action	If/Then
1	UNE Center will enter trouble using Circuit id or Telephone Number on TE/TR Screen	
2	Trouble will be entered using the **PDIW** Handle Code which routes the ticket to ISTRTE DPI 450	
3	Dispatch trouble to Central office, check and verify splitter and jumper integrity.	
3A	Central Office ET will check and verify splitter and jumper integrity	
3B	If trouble found in CO, ET will take appropriate action to clear the trouble	
3C	Central Office ET will close his WFA ticket	
3D	If trouble is not in Central Office, ET will close WFA ticket with description of Trouble indication back to UNEC	
3E	If there is NTF or FOK, the CO tech will indicate this on his WFA/DI ticket and Close the ticket. (depending on local procedures, the CO tech may notify the UNEC of the NTF/FOK by phone, or let the WFA/DO ticket serve as his notice)	
3F	If the trouble is in CPE, the technician will close ticket back to CLEC, with Indication on ticket to bill CLEC.	
4	If outside trouble indicated, the UNEC will send ticket to WMC via WFA/DO	Dispatch Out
4A	The WFA/DO ticket from the UNEC will drop into the WMC ticket pool	
4B	The MA will load the ticket to the appropriate field technician via WFA/DO	
4C	If the trouble is cleared, the SSIM technician will close the ticket	
4D	If there is NTF or FOK, the SSIM tech will indicate this on his WFA/DO ticket And close the ticket. (the SSIM tech may notify the UNEC by phone of the NTF/FOK or he may let the ticket serve as his notice, depending on local Procedures)	
4E	The CLEC may request to "hold" the trouble for 24 hours to see if the trouble re-appears. The UNEC will start a DM (delayed timer) which will "stop the clock" to wait for the CLEC to decide if they will accept the "repairs". This DM places the ticket on hold to the UNEC.	
4F	The ticket which was placed on DM remains open in WFA/C until the UNEC Closes the ticket.	
4G	If the ticket is closed to NTF or FOK the UNEC will bill the CLEC	
5	If the problem is a cable trouble, the SSIM technician will refer the ticket back to The WMC. The WFA/DO group in WMC will load to a cable tech.	
5A	The WMC is responsible for tracking the progress of the cable repairs and also Keeping the UNEC updated via comments in the OSSLOG.	
5B	When cable pair is cleared, the cable tech will test with the UNEC to confirm The trouble is cleared. He will close his ticket with the WMC/UNEC per local	

	Procedures.	
5C	The UNEC will notify the CLEC the trouble is cleared.	

Line Sharing Trouble-Receipt Flow

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TOK?
No
Loop Tbl?
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Yes
No
CPE tbl
Close w/DLEC
Bill
Advise DLEC
No TBL Found

5.3 Troubles Example from the TE/TR Screen

TR TN 770 9999999 UNIT 32200051
*LN * R00 *ANYONE, B*
SA 9999 ANYWHERE CT
LOC CD CT
WKG RES 14RCL PUB MAIN YES
CCS IWP AIN RESTRICTED SVC
LAST TRBL CLRD
TRBL DESC NARR
CALLED NBR
HNDL ACC A B RMK REACH NBR
AS 04-28-00 0400P OS 04-28-00 0400P BC 04-29-00 0700P NEW COMM
VER LU CVER CAT DATE TIME RECEIVED CIR CC RSA 999

NEWP MNEM PSTAT
PDATE MAINT

Trouble description should be **LSD OOSN OR OOSY**
Narrative should include $ **DATA/Lineshare trouble test continuity**
Handle code of **PDIW**
RMK should have reported by name and ext (if applicable)
Reach number must be populated with **DLEC's** callback number
The category field should be **CD** (customer direct)
Use the RST transaction to obtain the trouble ticket number
Advise the DLEC of the ticket number for future reference

5.4 Close Out/Referral

The following presents the steps and associated actions to successfully complete the Close Out or Referral of a DLEC Data Trouble.

Step	Action	If/Then
1	Trouble is repaired in CO, they will contact the DLEC and close ticket	
2	Trouble is F-OK in the CO	Refer to UNE
3	UNEC will attempt to close with the DLEC	DLEC refuses
4	UNEC will route trouble ticket out using **IST** and **Route** of **PDC 100** and will use an **Override (OVR)** with **CLOSE WITH DLEC** in the narrative.	
5	Dispatch to the appropriate Technician in Field	
6	UNEC will give trouble ticket number to DLEC for further tracking	

5.5 **Escalations and** Status

Escalations and status for the Data portion will be taken in the UNEC.

Escalations and status for the Voice portion will be taken in the BRC/RRC